

Step Sheet w/ Definitions

Work Time	Elapsed Time
NAME OF THE STEP/ACTION	

Name of the Step/Activity: This is an action. It must start with a verb and contain a noun. Examples include: Fill out application, Review application for accuracy & thoroughness, Issue license, etc.

Work Time: The actual work time it takes to complete the activity -- actually acting on, doing, changing, etc. the work. The “Touch Time”. This does not include waiting, delays, etc. Write this and the time unit in the upper left corner of the Step Sheet.

Elapsed Time: The range of time giving the best and worst-case scenarios. The best case would be when everything goes well; the worst case when things go wrong. Write the best time and the worst time, along with the time unit, in the upper right-hand corner of the Step Sheet.

Time Unit: This can be identified as seconds (s), minutes (m), hours (h), days (d), months (M), and so on. Examples might be 10d, 7h, 33m, 17s. It is best, and less confusing, to select one time unit that is most appropriate to the work and use that throughout.

Function: The organization function/role of the person performing the activity. This should not be a person's name but their function for that specific activity. Examples might include case manager, agreement administrator, eligibility specialist, customer, etc. Functional roles will be used in mapping the current and future state steps.

★ *Keep in mind that the Step Sheet can be amended to include additional data points -- such as First-Pass-Yield, Value-Added, and ChangeOver -- as appropriate to the situation.*